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Enable Escalation Trigger for Main Ticket Owner Only Collecting Feedback



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- **Forum name:** #Feature Request

Use case: send 'reminder' emails to a user about their open ticket after a certain 'awaiting user' time has passed, asking them to review the ticket and close it if no further action is needed. Current Feature: I am able create such an Escalation Trigger, using the "Send an email to the user" trigger action, but the email is being sent to \*all\* users on the ticket (CC'd) and not just to the main owner (the person on the TO) New Feature: add a new "Action" called "Send an email to ticket main recipient only" which will do the exact same thing but

only send the email to the main ticket owner (the one currently on the TO)